AMENDMENTS TO THE CLAIMS

Please amend the claims of the present application as set forth below.

Claims 1-42 were pending.

No claims are cancelled.

No claims are added.

Claims 1, 12, 27, 35, 40, and 41 are amended.

Accordingly, claims 1-42 are pending as follows:

1. (Currently amended) A method, comprising:

receiving an alert for a user from one of multiple alert sources;

mapping the alert to a delivery mode; and

transmitting the alert to the user according to the ~~specified~~ delivery mode.

2. (Original) The method as recited in claim 1, wherein mapping the alert further comprises mapping the alert according to the source of the alert.

3. (Original) The method as recited in claim 1, wherein mapping the alert further comprises mapping the alert according to alert content.

4. (Original) The method as recited in claim 1, wherein the delivery mode specifies a delivery method used to deliver the alert and wherein the transmitting further comprises transmitting the alert to the user via the delivery method indicated in the delivery mode.

5. (Original) The method as recited in claim 1, wherein the delivery mode specifies a delivery action that indicates a delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, and the method further comprises waiting for an acknowledgement to the alert if the delivery mode indicates that an acknowledgement to the alert should be expected.

6. (Original) The method as recited in claim 5, wherein the delivery action specifies a time period to wait for an acknowledgement if an acknowledgement to the alert is expected, and wherein the waiting further comprises waiting the specified time period for an acknowledgement to the alert.

7. (Original) The method as recited in claim 1, wherein:

the delivery mode further specifies a first delivery method used to deliver the alert;

the delivery mode further specifies a second delivery method used to deliver the alert; and

the transmitting further comprises transmitting the alert to the user via the first delivery method and the second delivery method as indicated by the delivery mode.

8. (Original) The method as recited in claim 1, wherein the mapping further comprises:

defining one or more categories of alerts;

assigning a delivery mode to each category; and

categorizing the alert, thereby mapping the alert to the delivery mode of the category.

9. (Original) The method as recited in claim 8, further comprising assigning a priority to each category, and wherein the assigning a delivery mode further comprises assigning a delivery mode to a category based on the priority assigned to the category.

10. (Original) The method as recited in claim 1, wherein:

the delivery mode further comprises a primary delivery block specifying at least one delivery action, and a secondary delivery block specifying at least one delivery action;

the mapping the alert to a delivery mode further comprises mapping the alert to the delivery action specified in the primary delivery block and mapping the alert to the delivery action specified in the secondary delivery block; and

transmitting the alert to the user according to the delivery action specified in the secondary delivery block if transmitting the alert to the user according to the delivery action specified in the primary delivery block is unsuccessful.

11. (Original) The method as recited in claim 10, wherein the delivery actions specified in the primary delivery block and the secondary delivery block indicate a delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, and the method further comprises:

waiting for an acknowledgement to the transmission of the alert according to the delivery action of the primary delivery block if the delivery action of the primary delivery block indicates that an acknowledgement to the alert should be expected; and

waiting for an acknowledgement to the transmission of the alert according to the delivery action of the secondary delivery block if the delivery action of the secondary delivery block indicates that an acknowledgement to the alert should be expected, provided the alert is transmitted according to the secondary delivery block.

12. (Currently amended) The method as recited in claim 10, wherein:

the primary delivery block specifies a first delivery action that indicates a first delivery method and a second delivery action that indicates a second delivery method; and

the transmitting the alert to the user according to the delivery action specified in the secondary delivery block further comprises transmitting the alert to the user according to the delivery action specified in the secondary delivery block if either the first delivery method indicated in the first delivery action of the primary delivery block, or the second delivery method indicated in the second delivery action of the primary delivery block fails to result in transmission of the alert to the user.

13. (Original) The method as recited in claim 10, wherein:

each delivery action further comprises:

a delivery method to be used to deliver the alert;

whether an acknowledgement to the alert should be expected;

a time period to wait for an acknowledgement if an acknowledgement to the alert is expected; and

the method further comprises:

waiting for an acknowledgement to the transmission of the alert according to the delivery action of the primary delivery block if the delivery action indicates that an acknowledgement to the alert is expected; and

waiting for an acknowledgement to the transmission of the alert according to the delivery action of the secondary delivery block if the delivery action indicates that an acknowledgement to the alert is expected, provided that the alert was transmitted according to the secondary delivery block.

14. (Original) The method as recited in claim 10, wherein the primary delivery block and the secondary delivery block each specify a first delivery action that indicates a first delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, and a second delivery action that indicates a second delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, the method further comprising:

waiting for an acknowledgement to the transmission of the alert according to each delivery action of the primary delivery block that indicates that an acknowledgement to the alert should be expected; and

waiting for an acknowledgement to the transmission of the alert according to each delivery action of the secondary delivery block that indicates that an acknowledgement to the alert should be expected, provided the alert is transmitted according to the delivery actions of the secondary delivery block.

15. (Original) The method as recited in claim 14, wherein each delivery action that indicates to wait for an acknowledgement specifies a time period to wait for an acknowledgement, and wherein waiting for an acknowledgement further comprises waiting the specified time period for an acknowledgement.

16. (Original) A centralized alert delivery system, comprising:

an input/output (I/O) module configured to receive alerts from multiple alert sources;

a mapping module configured to map an alert to a delivery mode; and

a communications layer that interfaces to one or more communications modules, the communications layer being configured to receive the mapped alert and deliver the alert via a communications module according to the delivery mode associated with the alert.

17. (Original) The centralized alert delivery system as recited in claim 16, wherein the mapping module is further configured to map the alert according to the source of the alert.

18. (Original) The centralized alert delivery system as recited in claim 16, wherein the alert further comprises content, and wherein the mapping module is further configured to map the alert according to the content of the alert.

19. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode specifies a delivery action that indicates a delivery method by which an alert associated with the delivery mode is transmitted.

20. (Original) The centralized alert delivery system as recited in claim 19, wherein the delivery method is chosen from one of the following delivery methods: e-mail, instant messaging, SMS (short message service) messaging.

21. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode further comprises one or more delivery blocks, each delivery block including one or more delivery actions, each delivery action specifying:

a delivery method by which an alert associated with the delivery mode is transmitted;

whether an acknowledgement to the alert is expected; and

if an acknowledgement to the alert is expected, a time to wait for the acknowledgement.

22. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode further comprises one or more delivery blocks, each delivery block including one or more delivery actions, each delivery action specifying a delivery method by which the associated alert is transmitted and whether an acknowledgement to the transmitted alert is expected.

23. (Original) The centralized alert delivery system as recited in claim 22, wherein each delivery action that indicates an acknowledgement is expected further specifies a time to wait for the acknowledgement.

24. (Original) The centralized alert delivery system as recited in claim 16, wherein:

the delivery mode further comprises a primary delivery block and a secondary delivery block; and

the communications layer is further configured to deliver the alert via the one or more communications modules according to a delivery method specified in the primary delivery block and, if delivery according to the primary delivery block fails, to deliver the alert according to a delivery method specified in the secondary delivery block.

25. (Original) The centralized alert delivery system as recited in claim 16, wherein:

the delivery mode further comprises a primary delivery block that includes a first delivery action that specifies a delivery method and a second delivery action that specifies a delivery method; and

the communications layer is further configured to deliver the alert via the one or more communications modules according to the delivery method specified in the first delivery action and according to the delivery method specified in the second delivery action.

26. (Original) The centralized alert delivery system as recited in claim 25, wherein:

the delivery mode further comprises a secondary delivery block; and

the communications layer is further configured to delivery the alert via the one or more communications modules according to a delivery method specified in the secondary delivery block if the delivery of the alert according to either the first delivery action or the second delivery action in the primary delivery block fails.

27. (Currently amended) The centralized alert delivery system as recited in claim 16, further comprising:

a categories module that identifies categories into which an alert may be categorized, wherein each category has an associated delivery mode; and

the mapping module is further configured to categorize the alert into a category identified in the categories module thereby associating the alert with the delivery mode of the category.

28. (Original) A computer system, comprising:

a processor;

an I/O module;

memory; and

an alert center stored in the memory, the alert center including:

a subscription layer configured to receive an alert from an alert source and assign a delivery mode to the alert; and

a communications layer configured to transmit the alert according to a delivery mode assigned to the alert.

29. (Original) The computer system as recited in claim 28, wherein the alert center is further configured to monitor for an acknowledgement that the alert was successfully delivered.

30. (Original) The computer system as recited in claim 28, wherein the alert center is further configured to monitor for an acknowledgement that the alert was successfully delivered and, if an acknowledgment is not received within a specified time period, assign a backup delivery method to the alert and attempt to deliver the alert according to the backup delivery method.

31. (Original) The computer system as recited in claim 28, wherein:

the delivery mode further comprises a primary delivery block having a first delivery action and a second delivery action; and

the communications layer is further configured to transmit the alert according to the first delivery action and the second delivery action of the primary delivery block.

32. (Original) The computer system as recited in claim 31, wherein:

the delivery mode further comprises a primary delivery block having a delivery action and a secondary delivery block having a delivery action; and

the communications layer is further configured to transmit the alert according to the delivery action of the primary delivery block and, if delivery of the alert according to the primary delivery block fails, to transmit the alert according to the delivery action of the secondary delivery block.

33. (Original) The computer system as recited in claim 31, wherein:

the delivery action of the primary delivery block is a first delivery action;

the primary delivery block further comprises a second delivery action;

the first delivery action and the second delivery action further comprise a time to wait for an acknowledgement that the alert was received; and

the communications layer is further configured to transmit the alert according to the delivery action of the secondary delivery block if an acknowledgement to the transmission of the alert according to the first delivery action or the second delivery action of the primary delivery block is not received with the time to wait identified by the first delivery action and the second delivery action, respectively.

34. (Original) The computer system as recited in claim 28, wherein:

the subscription layer further comprises a categories module that includes one or more categories into which an alert may be categorized, each category having a delivery mode associated therewith; and

the subscription layer further comprises a mapping module configured to categorize an alert received from an alert source, thereby associating the delivery mode of the category with the alert.

35. (Currently amended) One or more computer-readable media containing computer-executable instructions that, when executed on a computer, perform the following:

receiving an alert from one of a plurality of alert sources;

determining a delivery mode which specifies a delivery method by which the alert should be forwarded to a user; and

transmitting the alert to the user according to the delivery mode.

36. (Original) The one or more computer-readable media as recited in claim 35, wherein the determining a primary delivery mode further comprises:

determining the alert source from which the alert originated;

identifying a category associated with the alert source; and

identifying a delivery mode associated with the category.

37. (Original) The one or more computer-readable media as recited in claim 35, wherein the transmitting the alert further comprises:

identifying a delivery action associated with the delivery mode; and

transmitting the alert according to the delivery action.

38. (Original) The one or more computer-readable media as recited in claim 35, wherein the transmitting the alert further comprises:

identifying a first delivery action associated with the delivery mode;

identifying a second delivery action associated with the delivery mode; and

transmitting the alert according to the first delivery action and the second delivery action.

39. (Original) The one or more computer-readable media as recited in claim 35, wherein:

the delivery mode further comprises a primary delivery block that specifies one or more delivery actions, and a secondary delivery block that specifies one or more delivery actions; and

the transmitting the alert to the user according to the delivery mode further comprises transmitting the alert to the user according to the delivery action of the primary delivery block and, if the transmission fails, transmitting the alert to the user according to the delivery action of the secondary delivery block.

40. (Currently amended) The one or more computer-readable media as recited in claim 39, wherein:

the primary delivery ~~mode includes more than one~~block comprises first and second delivery ~~action~~actions; and

the transmission of the alert according to the primary delivery block is deemed to fail if the transmission of the alert according to the first or second delivery actions fails.

41. (Currently amended) The one or more computer-readable media as recited in claim 39, wherein:

the primary delivery ~~mode includes more than one~~block comprises first and second delivery ~~action~~actions; and

the transmission of the alert according to the primary delivery block is deemed to fail if the transmission of the alert according to both the first and second delivery actions fails.

42. (Original) The one or more computer-readable media as recited in claim 35, further comprising monitoring for an acknowledgement that the alert was successfully received by the user.